



Certified Practitioners

Helping you create great customer experiences



Our Certified Practitioners

Brooke

Brooke encourages you to think differently about your most complex problems so that you can rapidly build sustainable, customer-focused solutions. Using a process called Emotion Based Design, the Brooke team work with you closely to ensure that outcomes are implemented via customer-led service transformations.



Customer Science can help you bring your Customer Experience (CX) vision to life in operationalising CX transformations. They focus on impacting cost to serve, customer satisfaction, business benefits, sustainability of services improvements, and the application of CX technology.



Virtual CX will work with you to ensure a whole of organisation responsibility for the customer experience. They support you in aligning product design, technology, investment and frontline contact centre delivery so that the customer experience can be leveraged as a driver of business success, rather than a cost centre.



ServicePeople supports organisations to find the people to manage and deliver exceptional customer experiences. Their philosophy is to engage with organisations and candidates who understand and value a focus on the customer at all times and adopt a collaborative and transparent approach for both organisations and candidates.

Learn from the best in the industry

CSIA has Certified Practitioners (CPs) on hand to support our community in realising and achieving their vision for best-practice customer experience. This expert group of practitioners from specialist consulting firms are recognised for their expertise, knowledge and quality in customer service and customer experience.

CSIA community benefits

You can take advantage of their consultative services to bridge the gap between assessment against the International Customer Service Standard (ICSS: 2015-2020) or for advice, design and implementation of customer service initiatives. Work with our CPs to rapidly build the right sustainable customer experience for your business or solve a specific customer experience problem or challenge.

"CSIA's Certified Practitioners provide a unique and valued opportunity for the CSIA community to access high-quality consulting expertise from organisations who are wholly aligned to the principles and philosophies of the Institute."

Anouche Newman
CSIA CEO

Register your interest
To better understand how a CSIA Certified Practitioner can support you and your organisation, call 1300 912 700 or email us on info@csia.com.au